

RINGKASAN

Penelitian ini merupakan penelitian kualitatif dengan metode deskriptif analitik. Penelitian ini bertujuan untuk mengidentifikasi persepsi pasien terhadap pelayanan laboratorium di Klinik An Nur Cilacap ditinjau dari 8 dimensi mutu pelayanan kesehatan dan mengidentifikasi peran manajemen dalam meningkatkan kualitas pelayanan dan melakukan evaluasi pelayanan. Teknik pengumpulan data yang digunakan yaitu observasi langsung, wawancara mendalam, dan studi dokumentasi. Penentuan informan dilakukan dengan partisipan informan. Informan utama adalah 20 orang pasien *Medical Check Up*, sedangkan informan triangulasi adalah 6 orang petugas laboratorium, 1 orang dokter penanggung jawab laboratorium, 2 orang manajemen klinik, dan 3 orang perawat klinik. Analisis data menggunakan model Miles dan Huberman.

Hasil penelitian menunjukkan persepsi pasien cukup baik ditinjau dari dimensi kompetensi teknis, akses terhadap pelayanan, efektifitas, hubungan antar manusia, efisiensi, kesinambungan, keamanan, dan kenyamanan. Namun ada beberapa hal yang perlu diperhatikan yaitu meningkatkan keterampilan dalam pengambilan sampel darah, penambahan jumlah SDM laboratorium, evaluasi berkala mengenai kinerja SDM laboratorium, pengadaan buku pencatatan reagen, dan meningkatkan sarana dan prasarana di klinik. Manajemen klinik dapat berperan untuk melakukan evaluasi secara berkala dengan menerapkan siklus PDCA (*Plan Do Check Act*) untuk meningkatkan pelayanan laboratorium.

Kata Kunci: Persepsi Pasien, Pasien *Medical Check Up*, Dimensi Mutu Pelayanan Kesehatan

SUMMARY

This research is a qualitative research with analytical descriptive method. The purposes of this study was to identify patients' perceptions of laboratory services at An Nur Clinic Cilacap in terms of the eight dimensions of health service quality and identify the role of management in improving service quality and perform service evaluation. Data was collected through direct observation, indepth interview, and documentation studies. The research informants selected using informan participant. The main informants were 20 Medical Check Up patients, while triangulation informants were 6 laboratory workers, 1 doctor in charge of the laboratory, 2 clinical management, and 3 clinical nurses. Miles and Huberman model was used to data analysis.

Research results show that patients' perception were quite good in terms of Technical Competence, Access to Service, Effectiveness, Interpersonal Relations, Efficiency, Continuity, Safety, and Amenities. But there are some things that need to be considered, that is improving the skills in blood sampling, the addition of the number of laboratory human resources, periodic evaluation of laboratory human resources performance, providing reagent log book, and improving facilities and infrastructure at the clinic. Clinical management can play a role in conducting periodic evaluations by implementing the PDCA cycle (Plan, Do, Check, Act) to improve laboratory services. Periodic evaluation needs to be done by An Nur clinical management by applying the PDCA (Plan Do Check Act) cycle to improve laboratory sevice.

Keywords: *Patients' Perception, Medical Check Up Patient, Dimensions of Health Service Quality*